CallPilot Message Networking Set Up and Operation Guide

Avaya Business Communications Manager

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Task List

New in this release 7

Getting started 9

Setting up Digital Networking 17
To set the Digital Networking properties....18
To configure Avaya BCM to use IP addresses....20
To check that Avaya BCM is not configured to use DNS 21
To check that a Host Name is entered on the Avaya BCM 21
To change your local CallPilot Host name or IP address 21

Setting up AMIS 23
To set up AMIS networking properties 24
To set up AMIS Call Blocking times 27
To set the Dialing Translation properties....30
To build a Dialing Translation Table 31
To review Dialing Translation Table entries 31
To change an entry in the Dialing Translation Table 32
To delete an entry in the Dialing Translation Table 33
To send a test network message using the AMIS Loopback mailbox — Norstar Voice Mail....36
To send a test network message using the AMIS Loopback mailbox — Avaya CallPilot36

Creating network sites 39
To set the general networking properties 39
To create a network site 41
To change the properties of a network site 42
For best results, use a telephone that is attached to the same switch as your voice mail system. Avoid using wireless telephones.To record a site name 43
To delete a site 44

Network Delivery Mailboxes 47
To create a Network Site mailbox....49
To create a Network AMIS mailbox....50
To change Network Delivery Mailbox parameters....52
To delete a Network Delivery Mailbox....52

Troubleshooting Non-Delivery Notification messages 53

Message Networking programming record 59

Glossary 65

Contents

New in this release. 7

Other 7

Revision history 7

Chapter 1
Getting started 9

About this Guide 9

About CallPilot Message Networking 9

Requirements for setting up Message Networking 9

Digital and AMIS networking 9

Setting up Avaya BCM and M1CallPilot for VPIM broadcast messages 11

About AMIS 11

Ways of sending network messages 11

Site-Based Addressing 12

Network Delivery Mailboxes 12

Direct Addressing 12

Assigning Message Networking to subscribers 12

Audience 13

Acronyms 13

Symbols and text conventions 14

Related Publications 15

Customer Service 16

Chapter 2
Setting up Digital Networking 17

Setting the Digital Networking properties 17

Configuring your system network properties 18

Configuring your system if you do not use DNS 18

Chapter 3
Setting up AMIS 23

Setting up AMIS 23

AMIS networking properties 23

About Call Blocking 26

Call Blocking periods 26

Setting up Call Blocking times 27

About Dialing Translation 27

How the Dialing Translation Table works 28

Examples of Dialing Translation Tables 28

Setting the Dialing Translation properties 30
Building a Dialing Translation Table 31
Reviewing entries in the Dialing Translation Table 31
Changing an entry in the Dialing Translation Table 32
Deleting a Dialing Translation Table entry 33
Testing network message capability 34
Before you test network message capability 34
Sending a test network message 35

Chapter 4
Creating network sites. 39

Setting the general networking properties 39
Creating a network site 40
Changing the properties of a network site 42
Recording a site name 43
Deleting a site 44
Disabling Network Messaging 45
Enabling Broadcast and Group List Messages 46

Chapter 5
Network Delivery Mailboxes 47

About Network Delivery Mailboxes 47
About creating Network Delivery Mailboxes 48
Creating a Network Site mailbox 49
Creating a Network AMIS mailbox 50
Changing Network Delivery Mailbox parameters 52
Deleting a Network Delivery Mailbox 52

Chapter 6
Troubleshooting Non-Delivery Notification messages 53

Non Delivery Notification messages 53

Chapter 7
Message Networking programming record 59

Glossary 65

Index 69

New in this release

The following sections detail what's new in CallPilot Message Networking Set Up and Operation Guide (NN40090-301).

Other

See the following sections for information about changes that are not feature-related:

Revision history

January 2009

Standard 03.02. This document is up-issued to add a note in the chapter Creating Network Sites.

Chapter 1
Getting started

About this Guide

The *CallPilot Message Networking Set Up and Operation Guide* describes how to set up Message Networking on an Avaya Business Communications Manager (Avaya BCM).

About CallPilot Message Networking

Message Networking links your voice mail system with voice mail systems at different locations. Message Networking uses Digital Networking and Audio Message Interchange Specification (AMIS) to let subscribers exchange messages with subscribers at other locations.

You must apply the Message Networking keycode before your system can receive or send network messages. Contact your vendor to purchase or trial a keycode for Message Networking.

Requirements for setting up Message Networking

To use Message Networking you need to know:

- how to use the telephones on your system. If you use Avaya Business Series Terminals see the *CallPilot Reference Guide, CallPilot Manager Set Up and Operation Guide* or the *CallPilot Quick Reference Cards*.
- if you use an Avaya BCM, which mailbox interface you use.
  See the *CallPilot Reference Guide* for information on how to check which interface you use.
- how to start CallPilot Manager and use the CallPilot Manager interface.
  For information see “Starting CallPilot Manager” and “About the CallPilot Manager interface” in Chapter 2 of the C*allPilot Manager Set Up and Operation Guide.*
- if you use a BCM system, how to start Element Manager and use the Business Element Manager Interface.
  Refer to the Avaya *Business Communications Manager Administration Guide*.
- specific addressing information about Avaya CallPilot and other voice messaging sites on your network. It is recommend that you work with the Network Administrator when you set up Message Networking.

Digital and AMIS networking

Message Networking uses two types of networking:

- **Digital Networking —** transfers messages using an Internet or intranet connection using Voice Profile for Internet Mail (VPIM) to support interconnection to equipment from Avaya and other vendors

- **AMIS —** supports an analog transfer protocol that does not require any formal data networking arrangements

About Digital Networking

Digital Networking links CallPilot and other voice mail systems at different locations. Digital Networking lets users at different sites exchange voice messages on a network connected by Transmission Control Protocol/Internet Protocol (TCP/IP). Digital Networking uses Simple Mail Transfer Protocol (SMTP) to exchange the messages.

Note: Any voice message that you send over the Internet using Digital Networking can be subject to interception by unauthorized parties.

How Digital Networking works

Digital Networking provides voice messaging to mailboxes at different sites on a network. Each Avaya CallPilot site on the network must have Digital Networking installed to send, receive or reply to network messages.

Network voice messaging occurs between mailboxes at different sites. For example, a message recorded at an office in Miami, Florida can be transferred directly to the appropriate mailbox in Vancouver, British Columbia.

Each site on a network is assigned a unique Fully Qualified Domain Name (FQDN). The FQDN distinguishes a site from every other site on the network. An FQDN is the full name of the site, including all subdomain and domain names, separated by periods. For example, *arabians.horse.com* is an FQDN.

If you use Digital Networking and you do not use DNS to resolve domain names, you can configure your system and client computers to use an IP address only. How to do this is explained in Chapter 2.

Note: CallPilot for Avaya BCM will accept network wide and site specific VPIM broadcast messages from M1 CallPilot. Upon acceptance, CallPilot for BCM delivers the network wide broadcast message to all local recipients as if the administrator had used F981, compose and send, to send the message.

CallPilot also accepts site specific VPIM broadcast messages for delivery, if the VPIM prefix in the message address matches the local mailbox prefix (defined in CallPilot Manager Digital Networking Properties Page).

You cannot send network wide or site specific VPIM broadcast messages.

Setting up Avaya BCM and M1CallPilot for VPIM broadcast messages

To set up the Avaya BCM so remote M1 Callpilot broadcast messages are accepted and delivered to BCM's local subscribers:

- Enable Network Receive. If not enabled, the remote M1 site will receive a Service Not Available (SMTP reply 421) nondelivery notification upon attempting to send a broadcast message to the BCM.

- Add the M1 site to the site list on the BCM. You need to know the FQDN of the M1 site, and its site prefix in the network. If you do not add the M1 site to the BCM, the remote M1 site will receive a Service Not Available (SMTP reply 421) nondelivery notification when attempting to send a broadcast message to the BCM. Also, the BCM can only receive G726 voice encoded messages from M1 CallPilot.

To set up M1 CallPilot to send network and site specific broadcast messages:

- Ensure you have M1 Callpilot version 2.0 or above. Versions prior to 2.0 do not support network wide and site specific broadcast to BCMs. For additional information, see the *CallPilot Network Planning Guide (555-7101-102)*.

About AMIS

Audio Messaging Interchange Specification (AMIS) provides voice messaging to mailboxes at different sites on a communication network. A network is a collection of offices, locations or sites connected by telecommunication links. Each site on the network must have AMIS to send, receive and reply to network messages. Direct AMIS addressing lets local subscribers send a voice message to any subscriber inside or outside the company who has an AMIS voice mail address.

Network voice messaging occurs between mailboxes at different sites. For example, a message recorded at an office in Cleveland, Ohio can be transferred directly to the appropriate mailbox at an office in Toronto, Ontario.

AMIS networking uses ordinary telephone lines to exchange voice messages. An AMIS address consists of a telephone number and a mailbox number.

Note: AMIS calls can incur long distance charges.

Ways of sending network messages

With Message Networking subscribers can send network messages to any supported site on the network. Sites must have Network Receive enabled to receive network messages.

Subscribers can send network messages using:

- Site-Based Addressing
- Network Delivery Mailboxes

- Direct Addressing

Note: For information about sending messages using Site-Based Addressing, Network Delivery Mailboxes or Direct Addressing see the *CallPilot Message Networking User Guide*.

Site-Based Addressing

Use site-based addressing to set up a formal network of sites. Site-Based Addressing lets callers send a message to other locations. Local subscribers can send messages to subscribers at a remote site using an address that is the same as the recipient's phone number. Your site-based addressing can match your organization's telephone network addressing.

Network Delivery Mailboxes

Network Delivery Mailboxes let local subscribers send a voice message to another subscriber using what appears to be a local mailbox. Each Network Delivery Mailbox has a local mailbox number and the destination site subscriber's name appears in the local company directory.

When callers send a message to Network Delivery Mailboxes, they record a message and select the Network Delivery Mailbox number. CallPilot sends the message to the specified network address and mailbox.

For example, you can set up mailbox 5656 as a Network Delivery Mailbox. You add the Network Delivery Mailbox to your Avaya CallPilot system and specify the site prefix and destination mailbox 450 at the destination site. Each time a CallPilot subscriber accesses mailbox 5656 at your site, CallPilot knows it is a message intended for mailbox 450 at another location and automatically delivers it.

Network Delivery Mailboxes can also appear in the Company Directory, although only a subscriber can select a Network Delivery Mailbox. Callers who are not subscribers on your Avaya CallPilot system cannot access Network Delivery Mailboxes.

Direct Addressing

With Direct Addressing subscribers can send a voice message to a mailbox at a different location on a network. To use Direct Addressing you must know the destination site's phone number and the mailbox number of the person you want to send a message to. Direct Addressing is available for AMIS only.

Assigning Message Networking to subscribers

You assign Message Networking to subscribers through the mailbox Class of Service. Any subscriber with an initialized mailbox, and the appropriate Class of Service, can use Message Networking. For information on Class of Service values see the *CallPilot Manager Set Up and Operation Guide*.

Audience

This is guide is for system administrators you maintain and configure CallPilot on an Avaya Business Communications Manager. To use this guide you must be an authorized system administrator.

Acronyms

The following is a list of acronyms used in this guide.

Table 1

Acronym	Description
AMIS	Audio Messaging Interchange Specification
BCM	Avaya Business Communications Manager
CCR	Custom Call Routing
DNS	Domain Name System
FQDN	Fully Qualified Domain Name
SMTP	Simple Mail Transfer Protocol
VPIM	Voice Profile Internet Mail

Symbols and text conventions

These symbols are used to Highlight critical information for the Avaya BCM system:

Caution: Alerts you to conditions where you can damage the equipment.

Danger: Alerts you to conditions where you can get an electrical shock.

Warning: Alerts you to conditions where you can cause the system to fail or work improperly.

Note: A Note alerts you to important information.

Tip: Alerts you to additional information that can help you perform a task.

Security note: Indicates a point of system security where a default should be changed, or where the administrator needs to make a decision about the level of security required for the system.

Warning: Alerts you to ground yourself with an antistatic grounding strap before performing the maintenance procedure.

Warning: Alerts you to remove the BCM main unit and expansion unit power cords from the ac outlet before performing any maintenance procedure.

These conventions and symbols are used to represent the Business Series Terminal display and dialpad.

Convention	Example	Used for
Word in a special font (shown in the top line of the display)	Pswd:	Command line prompts on display telephones.
Underlined word in capital letters (shown in the bottom line of a two line display telephone)	PLAY	Display button option. Available on two-line display telephones. Press the button directly below the option on the display to proceed.
Dialpad buttons	#	Buttons you press on the dialpad to select a particular option.

These text conventions are used in this guide to indicate the information described.

Convention	Description
bold Courier text	Indicates command names and options and text that you need to enter. Example: Use the **info** command. Example: Enter **show ip** {**alerts**|**routes**}.
italic text	Indicates book titles
plain Courier text	Indicates command syntax and system output (for example, prompts and system messages). Example: Set Trap Monitor Filters
FEATURE HOLD RELEASE	Indicates that you press the button with the coordinating icon on whichever set you are using.

Related Publications

This section provides a list of additional documents referred to in this guide.

CallPilot Manager Set Up and Operation Guide (NN40090-300)

CallPilot Reference Guide (NN40090-100)

CallPilot Message Networking User Guide (NN40090-101)

CallPilot Quick Reference Card - CP Interface (NN40090-102)

CallPilot Quick Reference Card - NVM Interface (NN40090-103)

CallPilot Quick Reference Card - Remote Users (CP Interface) (NN40090-104)

CallPilot Quick Reference Card - Remote Users (NVM Interface) (NN40090-105)

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Navigation

- "Getting technical documentation" on page 16
- "Getting product training" on page 16
- "Getting help from a distributor or reseller" on page 16
- "Getting technical support from the Avaya Web site" on page 16

Getting technical documentation

To download and print selected technical publications and release notes directly from the Internet, go to http://www.avaya.com/support.

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Getting technical support from the Avaya Web site

The easiest and most effective way to get technical support for Avaya products is from the Avaya Technical Support Web site at http://www.avaya.com/support.

Chapter 2
Setting up Digital Networking

Setting the Digital Networking properties

Setting up Network properties involves entering your site's:

- SMTP proxy name, if applicable
- local prefix
- Fully Qualified Domain Name (FQDN) or IP address

SMTP proxy name

Before you can use Digital Networking, you must find out from the Network Administrator whether the network has an SMTP proxy. SMTP proxies restrict access to a company's internal network from the Internet. A proxy provides network security and prevents unauthorized access.

If your network has a direct connection to the internet or intranet, it does not have an SMTP proxy and you do not have to enter an SMTP proxy name. If your network has an SMTP proxy, you must enter the domain name of the SMTP proxy of your site. Contact your Network Administrator for more information.

The FQDN of the SMTP proxy can be a maximum of 128 alphanumeric characters. The domain name cannot have any spaces or punctuation except for characters such as periods, dashes or underscores that are part of the name.

Local prefix

Before your site can receive messages from other sites, you must enter a local prefix for your site.

The local prefix is the sequence of digits that must be prefixed to local mailbox numbers to make them unique across your network. The prefix is usually the same as your site prefix in the network numbering plan.

The local prefix is a number from one to nine digits. This prefix can be the same as your site's area code and three-digit exchange prefix. For example, if customers dial 403-246-xxxx to reach your site, 403246 can be your local prefix.

You must give your local prefix number to the Network Administrator and System Administrator at each digital site. If you change it, give them your new prefix. They can update your local prefix in their Site Tables.

FQDN

The FQDN is the domain name used for referring to your site, and is added to all outgoing messages. For example, avaya.com is a domain name.

To set the Digital Networking properties

1. Start Avaya CallPilot Manager.
2. Click the **Networking** heading.
3. Click the **Digital Networking Properties** link.
   The Digital Networking Properties page appears.
4. In the **Local Prefix** box type the local prefix.
5. In the **SMTP Proxy Name** box type the SMTP Proxy Name.
6. The IP Address and Domain Name are read-only. If you use a DNS your system displays the domain name and IP address. If you do not use a DNS the IP address is displayed.
7. Click **Submit**.

Configuring your system network properties

Configuring your system network properties involves setting up message networking according to whether you use a DNS server, host names or IP addresses.

Note: It is recommend that you use a DNS server. If you use an Avaya Business Communications Manager (Avaya BCM) system and all of the digital sites in your network use DNS, go to "Creating a network site" on page 40.

When you send a digital networking message, the internet uses the Domain Name System (DNS) to translate domain names into IP addresses. Domain names, such as www.example.com, are alphabetic, so they are easy for subscribers to remember. However, the internet is based on IP addresses, which are numbers such as 198.105.232.4. Every time you use a domain name, a DNS server translates the name into the corresponding IP address. For example, the domain name www.example.com can translate to 198.105.232.4.

If you do not use domain names, the internet uses IP addresses. If you use IP addresses your system does your name mapping for you. Some businesses do not use DNS servers, for example, if they have a private network.

Configuring your system if you do not use DNS

Digital networking requires consistent name mapping throughout the network of digital sites. The best way to provide name mapping is by using a DNS server. If you do not use a DNS server you can use either a hosts file or IP addresses.

If your network contains only Avaya BCM systems you can use IP addresses and do not have to use hosts files.

If your network contains sites other than BCM digital sites, you must use hosts files if you do not use a DNS server.

If you use BCM as a gateway to an internet service provider and DNS servers cannot provide name resolution for the BCM or other digital sites, you must use hosts files to provide consistent name mapping throughout the network.

You must do your system network configuration before you can add network sites. You can test your system's name mapping with ping and nslookup commands.

If DNS is not available you must do one of the following:

- If your digital network contains sites with sites other than BCM, you must use a hosts file to provide consistent name mapping throughout the VPIM network.

  Note: You can use a hosts file in combination with DNS in situations where DNS is not available in all branch locations.

- If your digital network contains, and will only contain, BCM sites, you can use IP addresses to create network sites. Refer to "To configure Avaya BCM to use IP addresses" on page 20 to create network sites using IP addresses.

Note: The DNS servers must provide constant name mapping throughout the network. Host files can be used to augment DNS if necessary. An instance where both hosts files and DNS may be required is when a BCM is used as a gateway between a private network and an ISP.

To configure Avaya BCM to use IP addresses

1. Ensure no DNS servers are currently configured. Refer to "To check that Avaya BCM is not configured to use DNS" on page 21.
2. Enter the host name on the Avaya Business Communications Manager system. Refer to "To check that a Host Name is entered on the Avaya BCM" on page 21.
3. Configure computers running Message Networking with the IP address of the Avaya Business Communications Manager system.

Note: If you are using an Avaya Business Communications Manager system, you can view the IP addresses of your system in Business Element Manager on the Domain Name Service screen.

To check that Avaya BCM is not configured to use DNS

Note: Ensure the Avaya BCM is using a static IP address and DHCP is disabled.

1. Start Business Element Manager.
2. On the Configuration tab, choose the **Data Services** folder.
   The system tasks appear.
3. Choose the **DNS** task.
   The Domain Name Service tab appears.
4. Ensure that the **Enable DNS** box is not selected.
5. Ensure that the **Primary (& Sec.) Server IP Addr** field is empty. If it is not, delete any entries.

To check that a Host Name is entered on the Avaya BCM

1. Start Business Element Manager.
2. On the Configuration tab, choose the **System** folder.
   The system tasks appear.
3. Choose the **Identification** task.
   The System Identification tab appears.
4. Enter a system name in the **System Name** box, if one is not entered.
   A system name can be any name (for example, myCompany).

To change your local CallPilot Host name or IP address

1. Make the change to the host name or IP address first.
2. Create a hosts file, making sure that the new host name is the first entry in the hosts file.
3. FTP the hosts file to your Avaya CallPilot's 7.0/ST directory. You must FTP the file using the ASCII format, NOT binary. If you use binary the hosts file will not work. The FTP login and password for CallPilot are as follows:

- FTP user ID: tas
- FTP password: apo A-IV

4. Reboot Avaya CallPilot for the new settings to take effect.

Chapter 3
Setting up AMIS

Setting up AMIS

AMIS provides your site with network voice messaging features. This chapter describes how to set up and test AMIS on your Avaya Business Communications Manager.

Note: Make sure that your Company Greetings are 15 seconds or longer. For information about recording Company Greetings see the *CallPilot Manager Set Up and Operation Guide*.

AMIS Networking properties are not available if you have an Avaya CallPilot 100 that is connected to a Compact 3X8 ICS.

AMIS networking properties

AMIS networking properties are as follows.

International Access code	This code identifies the country where your site is. This code allows international calling capability. In Canada and the United States, the International Access code is 011. This number can have a maximum of four digits.
Country code	This code is assigned to the country where your site is located. In Canada and the United States, the Country code is 1. This code can have a maximum of four digits. This information is used to generate the return address of your location.
Area code	This code is assigned to your calling area. For example, the area code for Kansas City is 816 and the area code for Calgary is 403. Each province, state, and, sometimes city has a specific area code. This number can have a maximum of six digits. This information is used to generate the return address of your location.
Telephone number	The system telephone number at your site is the number assigned to the Auto Attendant. This number can have a maximum of 16 digits. This information is used to generate the return address of your location.
Outdial route	The numbers your site uses to access Line, Pool or Route codes. The Outdial route is the Line or Pool number that AMIS uses to make an outgoing call or the Route code used to call a specific site.
Enable Loopback mailbox	You use a Loopback Mailbox to test if two sites are communicating. When a Loopback mailbox receives a message, it sends it back to the originating mailbox. Before you can test network message capability, you must enable the Loopback Mailbox. The Loopback mailbox is not enabled by default. Enable the Loopback mailbox while you set up and test your network. Disable the Loopback mailbox after you know that it is working.

System name	You can record a system name. When you include the system name, the recorded system name is added to all messages sent from your site. The system name plays as part of the recorded message.
Sender name	The sender's recorded name can be attached to each message sent from your site. The sender's name plays as part of the recorded message. The default setting is disabled.

To set up AMIS networking properties

1. Start Avaya CallPilot Manager.
2. Click the **Networking** heading.
3. Click the **AMIS Networking Properties** link.
   The AMIS Networking Properties page appears.
4. In the **Int'l Access Code** box type the International Access code.
   The code can have up to four digits. The International Access code for North America is 011.
5. In the **Country Code** box type the Country code.
   The code can have up to four digits. The Country code for North America is 1.
6. In the **Area Code** box type the area code for your city, state or province.
   The area code can have up to six digits.
7. In the **Telephone Number** box type the system phone number of your site.
   This number can have up to 16 digits.
8. From the **Outdial** list box select an Outdial route:
   select **Line** to select a specific outgoing line and type the line number in the **Line/Pool #** box
   or
   select **Pool** for CallPilot to select a line within a line pool and type the pool number in the **Line/Pool #** box
   or
   select **Route** to outdial using routing codes.
   For more information about routing codes, see the *Avaya Business Communications Manager Networking Configuration Guide* if you use Avaya BCM.
9. Select the **Enable Loopback** check box if you want to enable the Loopback mailbox.
10. Select the **Include System Name** check box to include the system name in outgoing messages.
11. Select the **Include Sender Name** check box to include the sender name in outgoing messages.
12. Click **Voice** to record a system name.
    The System Spoken Name appears.
13. In the **Connect to** box, type the extension number or telephone number you are using to record the greeting or prompt.
    For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voice mail system. For example, you might need to dial 9, the area code, and then the telephone number.

14 Click **Dial**.
The telephone rings.

15 Pick up the handset. Do not use Handsfree. Click **Record**. After the tone, record the system name.

16 After you finish recording, click **Stop**.

17 To listen to the recording, click **Play**, or to save the recording, click **Save**.

18 Click **Close** and replace your telephone handset.
The System Spoken Name window closes.

19 On the AMIS Networking Properties page, click **Submit**.

About Call Blocking

After you create AMIS sites you can set up call blocking. Call Blocking establishes times when AMIS Network Delivery Messages are prohibited. You can limit non-urgent calls during peak periods or when long distance rates are highest. You can establish Call Blocking for every day of the week.

Note: If you want Call Blocking to continue past midnight, you must create two Call Blocking periods. The first Call Blocking period ends at midnight and the second Call Blocking period begins at midnight of the next day.

Decide the maximum amount of time a non-urgent AMIS message must wait before being delivered during a typical business day. Ensure that no call blocking period exceeds this limit.

Call Blocking periods

There are four Call Blocking periods per day. For example, you can establish a period on Monday from 08:00 to 11:00 a.m., and from noon until 4:00 p.m. The available time for network calls to occur is before 08:00 a.m., between 11:00 a.m. and 12:00 p.m., and any time after 4:00 p.m. The following table shows an example of the Call Blocking periods for Monday.

Example of Call Blocking periods for one day

Day	Period	Call Blocking time from	Call Blocking time to
Monday	1	08:00 a.m.	11:00 a.m.
Monday	2	12:00 p.m.	4:00 p.m.
Monday	3	:	:
Monday	4	:	:

In the table Example of Call Blocking periods for one day, the hours available for network messaging are before 08:00 a.m., between 11:00 a.m. and noon and after 4:00 p.m.

Note: Call Blocking applies to outgoing messages. Incoming messages are received at any time. Call Blocking does not apply to urgent messages.

Setting up Call Blocking times

Set AMIS call blocking periods to block AMIS delivery calls when long-distance rates are expensive or private networks are congested. If network congestion is a concern, set call blocking for the peak traffic times.

To set up AMIS Call Blocking times

1. Start Avaya CallPilot Manager.
2. Click the **Networking** heading.
3. Click the **AMIS Call Blocking Periods** link.
   The AMIS Call Blocking Periods page appears.
4. Select the day you want to set up call blocking times for.
5. In the **From** box type the time call blocking begins and select **AM** or **PM.**
   Any single-digit hour or minute must be preceded by a zero. For example, type 8:00 as 08:00.
6. In the **To** box type the time of day call blocking ends and select **AM** or **PM.**
   Any single-digit hour or minute must be preceded by a zero. For example, type 8:00 as 08:00.
7. You can select the **Same As Previous Day** check box if you want to use the previous day's settings for the call blocking period.
8. Click **Submit**.

Note: If there is an overlap in the call blocking periods established for the same day, AMIS determines the time band from the earliest and latest times of the overlapping time bands and treats the times as one call blocking period.

About Dialing Translation

There are situations when CallPilot generates an outbound call; for example, a mailbox owner replies to a Calling Line Identification (CLID) message. In this situation, CallPilot generates a phone number to be dialed by the central office (CO).

Another example is when Network Reply or the Loopback mailbox is used. In these cases, the phone number that is replied to is taken from information transmitted with the original message.

In both situations several changes must occur before the number is dialed through the local telephone network. You must set up the Dialing Translation properties and create the Dialing Translation Table to determine these changes if your network requires dialing translations for the reply feature. Dialing Translation properties and the Dialing Translation Table are not necessary for AMIS to function.

How the Dialing Translation Table works

A phone number is derived from information attached to an incoming Caller ID message. The number is then searched for in the Dialing Translation Table. If the leading digits of the telephone number match a Dialing Translation Table Input value, the Output value is substituted for the Input value. This change results in a telephone number that can be dialed on the local network. Changing the number usually involves removing an area code or inserting an access code, based on the dialing rules of the local network. For example, if a local number is prefixed with the long distance code 1, it is removed by the Dialing Translation Table.

The Dialing Translation process is immediate so calls do not take any longer to dial. Some telephone numbers do not need to be changed before dialing. CallPilot can function without a Dialing Translation Table except that the Reply feature cannot be used.

Phone number Translation

The Dialing Translation Table must define each possible case where a change is needed to allow the number to be dialed on the local network.

The Dialing Translation Table changes Network extensions into numbers that can be dialed on the local network. The Network extension form of a phone number is the usual form in which the number appears. For example, the phone number 403-555-5050, in its Network extension form, must be translated into a number that can be dialed on the local telephone network. The Dialing Translation Table follows the rules required to make the call.

Examples of Dialing Translation Tables

The following tables are examples of Dialing Translation Tables and how they work. Every Dialing Translation Table entry consists of an Input value column and an Output value column. The values in the Input column represent the leading digits of the Network extensions which, if matched, are replaced by the corresponding value in the Output column. The * after a value signifies any digits in the telephone number that remain to be dialed. Avaya CallPilot automatically adds the * after every Input and Output value.

A telephone number either matches or does not match a specific Input value.

A Dialing Translation Table from a site in metropolitan Toronto

INPUT	OUTPUT	Explanation
011*	011*	The Table does not attempt to translate international telephone numbers.
905206* 90527* etc. (135 more entries)	905206* 90527* etc. (135 more entries)	These telephone exchanges can be dialed as local (no long distance charges) 10 digit calls from the 416 area.
905*	1905*	All other 905 numbers not listed in the Input column above are long distance numbers and must be dialed as 11 digit long distance numbers.
*	1*	Any numbers that start with digits other than 011, 416 and 905 are long distance, and have 1 added as a prefix.

A Dialing Translation Table from a site in Mountainview, California

INPUT	OUTPUT	Explanation
		The Dialing Translation Table is empty. The local network in Mountainview supports 10 digit national dialing with recognized long distance charging. In situations like the Mountainview example, there is no need to build a Dialing Translation Table.

A Dialing Translation Table from a site with area code 206 near a border with area code 360

INPUT	OUTPUT	Explanation
011*	011*	The Table does not attempt to translate international telephone numbers.
20644* 206626* etc. (40 more entries)	44* 626* etc. (40 more entries)	Due to the site location, some calls can be dialed as local 7 digit numbers.
206*	1206*	All other 206 numbers require 11 digit long distance dialing.
360224* 360227* 360472*	360224* 360227* 360472*	These 360 numbers can be dialed as 10 digit local numbers...
360*	1360*	... but all other 360 numbers are 11 digit long distance numbers.
*	1*	All numbers starting with other than 011, 206 and 360 are long distance and have 1 added as a prefix.

Network Access

Dialing Table Translation results in a number that can be dialed on the local network. The final step is to prefix any digits required to reach the local network from your Avaya Business Communications Manager system (Avaya BCM). For systems that are behind a PBX or PABX, typically in North America 9 must be prefixed to the telephone number. For systems attached to Central Office (CO) lines no digits need to be prefixed.

Setting the Dialing Translation properties

After you set up the AMIS properties, configure the Dialing Translation Properties and Dialing Translation Table if your network requires Dialing Translation for the reply feature. The Dialing Translation Properties and Dialing Translation Table are not necessary for AMIS to function. They are only used for the reply feature.

To set the Dialing Translation properties

1. Start Avaya CallPilot Manager.
2. Click the **Configuration** heading.
3. Click the **Dialing Translation Properties** link.
   The Dialing Translation Properties page appears.
4. Set the Dialing Translation properties:

Long Distance Access Code	This prefix is removed from any numbers that do not require it to make the call. This simplifies creating the Dialing Translation Table. For North America, set the long distance access code to 1. The default for this property is none. The length of this property is a maximum of two digits.
Area Code	The system prefixes an area code to a phone number if the caller who entered the number did not enter an area code. If the addressing information attached to a message is missing an area code, the area code is prefixed to the number. The system considers the area code missing if the number has fewer than 10 digits. The default for this property is none. The maximum length of this property is 6 digits.
Access Code	After Dialing Translation, this number prefixes all numbers, to access the local telephone network. The access code is required if CallPilot is installed behind a PBX. In North America, the access code is usually 9. If CallPilot is connected directly to CO lines, set the Access Code to none. The default for this property is none. The maximum length of this property is 16 digits.
Enable Reply Translation	If Enable Reply Translation is selected, then the reply feature uses the dialing translation table to dial the call. If you want to enable reply translation, select this box. The default for this property is not enabled.

5. Click **Submit**.

Building a Dialing Translation Table

To build a Dialing Translation Table, you must enter an Input value and an Output value for each entry. The Input value is the number that the system looks up in the Dialing Translation Table. If the corresponding entry matches, the system substitutes the Output value for the Input value. The resulting number is ready to dial on the local network. Refer to "Examples of Dialing Translation Tables" on page 28 for examples of Dialing Translation Tables.

To build a Dialing Translation Table

1. Start Avaya CallPilot Manager.
2. Click the **Configuration** heading.
3. Click the **Dialing Translation Table** link.
   The Dialing Translation Table page appears.
4. Click **Add**
   The Dialing Translation Setup page appears.
5. In the **Input Value** box type the input value.
6. In the **Output Value** box type the output value.
7. Click **Submit**.

Reviewing entries in the Dialing Translation Table

You can review the entries in the Dialing Translation Table at any time.

To review Dialing Translation Table entries

1. Start Avaya CallPilot Manager.
2. Click the **Configuration** heading.
3. Click the **Dialing Translation Table** link.
   The Dialing Translation Table page appears.
4. After you review the Dialing Translation Table entries, click **Main**.

Changing an entry in the Dialing Translation Table

After you build a Dialing Translation Table, you can change the Input and Output values of an entry at any time.

To change an entry in the Dialing Translation Table

1. Start Avaya CallPilot Manager.
2. Click the **Configuration** heading.
3. Click the **Dialing Translation Table**.
   The Dialing Translation Table page appears.
4. Click the **Change** link for the value you want to change.
   The Dialing Translation Setup page appears.
5. Type the new value in the **Input Value** or the **Output Value** box.
6. Click **Submit**.

Deleting a Dialing Translation Table entry

To delete an entry in the Dialing Translation Table

1. Start Avaya CallPilot Manager.
2. Click the **Configuration** heading.
3. Click the **Dialing Translation Table** link.
   The Dialing Translation Table page appears.
4. Click the **Delete** link for the Dialing Translation entry you want to delete.
   A message appears that asks you to confirm the deletion.
5. Click **OK**.

Testing network message capability

Use the AMIS Loopback Mailbox to test your network message capability. The Loopback Mailbox is a test mailbox that lets you determine whether AMIS messages are being sent over the network. Each site in a network has a Loopback Mailbox.

To test AMIS using the Loopback Mailbox, record a message and send it to the Loopback Mailbox of another site in the network. The Loopback Mailbox sends the message back to the mailbox you use at your location. This lets you see if your site's network identification number is properly set up and if your site can receive messages from other sites in the network.

Before you test network message capability

For your local and destination sites

1. Check that you have Network Delivery, Network Reply and Network Receive enabled in your General Networking settings. For more information see "Setting the general networking properties" on page 39.
2. Check that there is no Call Blocking during the time that you want to test the Loopback Mailbox. For more information, see "Setting up Call Blocking times" on page 27.

For your local sites

Check that the mailbox you use to send the network message from has a Class of Service that has networking enabled. For more information, see the *CallPilot Manager Set Up and Operation Guide*.

For your destination sites

Make sure that in the destination site's AMIS Network Properties that Loopback is enabled. For more information, see "To set up AMIS networking properties" on page 24.

Note: The Loopback Mailbox is created automatically when AMIS is installed. If the mailbox number length is 2 digits, the Loopback Mailbox number is 13. If the mailbox number length is 4 digits, the Loopback Mailbox number is 1003. If the Group List leading digit is 1, then the leading digit of the Loopback Mailbox is 2 instead of 1. The following table shows you how to determine your Loopback Mailbox number.

Loopback mailbox numbers

If the mailbox extension length is:	The Loopback mailbox number is:	If the Group List leading digit is 1, the Loopback mailbox number is:
2 digits	13	23
3 digits	103	203
4 digits	1003	2003
5 digits	10003	20003
6 digits	100003	200003
7 digits	1000003	2000003

You cannot open the Loopback mailbox or perform any mailbox functions from it.

Sending a test network message

To test network message capability you must send a message from your site to the Loopback mailbox at a site on the AMIS network. When the Loopback mailbox at the destination site receives the message, it automatically returns the message to the mailbox used at the originating site. If you use the System Administrators Mailbox, the test message you record is left as a message in your System Administrator Mailbox. If you receive the message, it indicates Network Messaging is operating properly. If you do not receive the message or if a protocol error occurs, see "Troubleshooting Non-Delivery Notification messages" on page 53.

Use the procedure that corresponds to your mailbox interface. For information on determining which mailbox interface you use, see the *CallPilot Reference Guide*.

To send a test network message using the AMIS Loopback mailbox — Norstar Voice Mail

1 Press [Transfer] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

```
0 new  0 saved
PLAY   REC    ADMIN
```

2 Press REC or 3.
After the tone, record a message.

```
Record message:
RETRY  PAUSE    OK
```

3 Press OK or # to end the recording.

```
Accept rec?
RETRY    PLAY   OK
```

4 Press OK or # to accept the recording.

```
Mbox:
DIR             QUIT
```

5 Press # #.

```
Address Type?
NETW      AMIS
```

6 Press AMIS.

```
Dest Ph:
RETRY           OK
```

7 Enter the system phone number of the destination site and press OK or #.

```
<phone #>
ADD             OK
```

8 Press OK or #.

```
Dest mb:
RETRY           OK
```

9 Enter the Loopback mailbox number and press OK or #.

```
AMIS msg:
OPTS    CC      OTHR
```

10 Press OTHR or #.

```
Network msg:
VIEW            SEND
```

11 Press SEND.

12 Press [End] to end the programming session.

To send a test network message using the AMIS Loopback mailbox — Avaya CallPilot

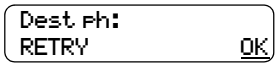
1 Press [Transfer] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

```
No messages
COMP   MBOX    EXIT
```

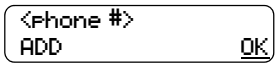
2 Press COMP or 7 5.

```
To:
NAME   SPEC    CNCL
```

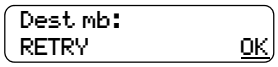
3 Press SPEC or 1 9.



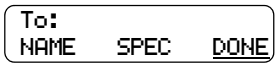
4 Enter the system phone number of the destination site and press OK or #.



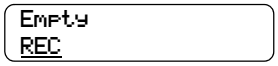
5 Press OK or #.



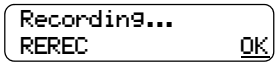
6 Enter the Loopback mailbox number and press OK or #.



7 Press DONE or #.



8 Press REC or 5.



9 Record your message and then press OK or #.

10 Press SEND or 7 9.

11 Press ☎ to end this programming session.

To determine if Network Messaging is working, open your mailbox. The message you record returns as a message to your mailbox. If the message does not appear in your mailbox after five minutes:

- ensure that the Network Delivery option is enabled.
- ensure that the Call Blocking periods at your site and at the receiving site allow Network Messaging during the time you attempt to test the system. Call Blocking prevents calls being made during a specific time period.
- consider whether the test message is delayed by the period of the Retry interval. The Retry interval is a Class of Service feature. For more information about Class of Service, see the *CallPilot Manager Set Up and Operation Guide.*
- consider whether the test message is subject to line availability at your site or at the receiving site.

Chapter 4
Creating network sites

The procedures in this chapter are for Digital and AMIS networking. If you use digital networking you must have configured name mapping by DNS or hosts files on your system before you can add network sites. See "Setting the Digital Networking properties" on page 17 for more information. You can test your system's name mapping with ping and nslookup commands.

Setting the general networking properties

The general networking properties control how your site interacts with other networking sites. When you install Message Networking all of the properties are enabled except for Network Broadcast Messaging and Network Group List Messaging.

To set the general networking properties

1 Start Avaya CallPilot Manager.

2 Click the **Networking** heading.

3 Click **General Properties** link.
The General Networking Properties page appears.

General Networking properties

Enable Network Receive	Lets your site receive messages from other sites on the network. The default setting is enabled.
Enable Network Delivery	Lets your site send messages to other sites on the network. The default setting is enabled.
Enable Network Reply	Lets your site reply to messages sent from other sites on the network. The default setting is enabled.
Enable Network Broadcast	Lets you send Broadcast Messages to Network Delivery Mailboxes at your site. The default setting is disabled.
Enable Network Group List	Lets you add Network Mailboxes to a Group List. The default setting is disabled. When you send a message to a Group List all of the network delivery mailboxes on the Group List receive it.

Number of Network Retries	1-9, default 3. Sets the maximum number of times the system attempts to send a network message before abandoning it and sending a Non Delivery Notification.
Network Delay	1-60 minutes, default 10. Sets the period between delivery attempts of the same network message.

4 Click **Submit**.

Creating a network site

Before local subscribers can send messages to another site using Site-Based Addressing, you must add the site to your network.

To add a site to your network, you must know these parameters:

Site name	The Site Name is a text name for the site that can be up to 16 characters. This name is shown to local subscribers when they address a message or review message envelope information. The site name is optional but recommended.
Site prefix	The Site Prefix is a number one to nine digits long that identifies the site on the network. This number must be unique. Make the Site Prefix a number that is easy for users to recognize and remember. The Site Prefix is usually the same as the sequence of digits that local users dial to place a telephone call to the site. For example, if local users dial 403-123-4567 to call someone at the target site, then 403123 is an easily remembered Site Prefix. The Site Prefix cannot overlap any other Site Prefix in your Network Site Table. For example, if you use Site Prefix 403123, it overlaps with prefixes 40312 and 4031234.
Host name/IP address (for digital networking sites only)	If you use a DNS the host name setting appears. The host name is the FQDN text name for the host site. It can be up to 128 characters long. If you do not use a DNS the IP address setting appears.
Mailbox prefix (for digital networking sites only)	The Mailbox Prefix is the Local Mailbox Prefix of the target site. Message Networking ensures that all messages sent to the target site are prefixed with this number. The Mailbox Prefix ensures uniqueness for the receiving proxy or networking equipment. The mailbox prefix can be the same as the remote site prefix.
Phone number (for AMIS sites only)	The phone number is the phone number of the destination site. The phone number can be a maximum of 30 digits.
Outdial route (for AMIS sites only)	The numbers your site uses to access Line, Pool or Route codes. The Outdial route is the Line or Pool number that AMIS uses to make an outgoing call or the Route code used to call a specific site.

To create a network site

1 Start Avaya CallPilot Manager.

2 Click the **Networking** heading.
The Site List page appears.

3 Click **Add**.
The **Network Site Properties** page appears.

4 In the **Site Name** box type the Site Name.

5 In the **Site Prefix** box type the Site Prefix.

6 Choose the type of site you are adding.

If you want to create a Digital Networking site:

- from **Site Type** select **Digital (VPIM)**
- if you use a DNS server, in the **Host Name** box type the FQDN of the site, or if you do not use a DNS server, in the **IP Address** box type the IP address of the site
- in the **Mailbox Prefix** box type the mailbox prefix of the site
- click **Submit**

Note: VPIM requires all SITES to use either IP Addresses or Host Names.

- If you want to create an AMIS site:

- from **Site Type** select **AMIS**
- in the **Phone Number** box type the phone number that is answered by the Auto Attendant at the destination site.
- from the **Outdial** list box select an Outdial route.
- type the Line or Pool number in the **Line/Pool #** box if you select Line or Pool as the Outdial route.
- click **Submit**

Note: You must create a site before you can record a site name for it. To record a site name, follow the procedure for "Recording a site name" on page 43.

You can record the parameters of the sites you create in:

- "Network AMIS mailbox table" on page 63
- "AMIS site table" on page 60

Changing the properties of a network site

You can change properties of a site, except for the Site Prefix. To change the Site Prefix you must delete the site and create a new site with a new Site Prefix and properties.

To change the properties of a network site

1. Start Avaya CallPilot Manager.
2. Click the **Networking** heading.
   The Site List page appears.
3. Select the site you want to change and click **Change**.
   The Network Site Properties page appears for the site you select.
4. Change the site properties and click **Submit**.

Recording a site name

The recorded site name is a voice recording of the Site Name. This name plays to local users when they address a message or review message envelope information. If you do not record the site name, the voice prompt says "*Unknown site*".

Note: You must create a site before you can record a site name for the site.

For best results, use a telephone that is attached to the same switch as your voice mail system. Avoid using wireless telephones.

To record a site name

1. Start Avaya CallPilot Manager.
2. Click the **Networking** heading.
   The Site List page appears.
3. Select the site you want to record a name for and click **Change**.
   The Network Site Properties page appears for the site you select.
4. Click **Voice**.
   The page you can record from appears.
5. In the **Connect to** box, type the extension number or telephone number you are using to record the greeting or prompt. For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dials the telephone number from the voice mail system. For example, you might need to dial 9, the area code, and then the telephone number.
6. Click **Dial**.
   The telephone rings.
7. Pick up the handset. Do not use Handsfree. Click **Record**. After the tone, record the site name.
8. After you finish recording, click **Stop**.
9. To listen to the recording, click **Play**
   or
   to save the recording, click **Save**. Your recording will not be saved if you hang up the telephone before you click Save.
10. Click **Close** and replace your telephone handset.

The next time you play or record, the phone number shown in the Connect to box is dialed. You do not need to hang up each time. The connection remains for several minutes, even if you close the window. You can access another greeting or prompt without having to re-answer your telephone. The connection disconnects after several minutes of inactivity, or if you log off Avaya CallPilot Manager.

Deleting a site

You cannot delete a site if it is in use or if Network Delivery Mailboxes use the Site Prefix. You must delete the Network Delivery Mailboxes that use the Site Prefix before you delete the site.

To delete a site

1. Start Avaya CallPilot Manager.
2. Click the **Networking** heading.
   The Site List page appears.
3. Click the **Delete** link for the site you want to delete.
   A message appears asking you to confirm the deletion.
4. Click **OK**.
   The Site List page appears with the site deleted.

Disabling Network Messaging

Part of administering Network Messaging is ensuring that the network operates smoothly. There can be times when it is necessary to limit network message capabilities. Message Networking lets you specify whether your site can receive, send or reply to network messages.

Sometimes it is necessary to disable Network Messaging. You can disable Network Messaging system-wide by:

- disabling Network Receive
- disabling Network Delivery
- disabling Network Reply

You can disable Network Messaging for an individual mailbox by changing its class of service. You can also disable Network Messaging for a set of mailboxes that belong to the same class of service by updating the class of service.

Disabling Network Receive

Network Receive lets your site receive messages from other sites on the network. If you do not want your site to receive network messages, disable Network Receive.

Disabling Network Delivery

Network Delivery lets your site send network messages. Sometimes it is necessary to disable this feature. For example, you may want to stop the sending of network messages when your company is closed.

If Network Delivery is disabled, a mailbox owner who tries to send a network message will receive a Non-Delivery Notification message.

Disabling Network Reply

Network Reply lets people at your site reply to network messages left in their mailboxes from other sites.

Note: You disable these properties in the general networking properties. For information about the general networking properties, see "Setting the general networking properties" on page 39.

Disabling Network Messaging through a Class of Service setting

You can restrict Network Messaging for individual mailboxes. You do this by changing or editing the Class of Service for a mailbox.

Note: For information about changing a mailbox Class of Service, see the *CallPilot Manager Set Up and Operation Guide*.

Enabling Broadcast and Group List Messages

Network Messaging involves sending messages across the network from one site to another. Message Networking provides full network messaging capabilities, including Broadcast Messages and Network Group List Messages.

The Broadcast Message feature lets you record Broadcast Messages and send them to all Network Delivery Mailboxes.

For information about recording and sending Broadcast Messages, see the *CallPilot Manager Set Up and Operation Guide.*

Enabling Broadcast Messages

Before you can send Broadcast Messages over the network, you must enable the Broadcast Message parameter in the general networking parameters. Refer to "Setting the general networking properties" on page 39 for information on setting the general networking parameters.

Enabling Network Group Lists

Enabling Group Lists lets you add Network Mailboxes to a Group List. Any messages sent to a Group List go to all members, including the Network Mailboxes. You enable the Group Lists parameter in the general networking parameters. Refer to "Setting the general networking properties" on page 39 for information on setting the general networking parameters.

For information about creating a Network Delivery Mailbox, see "About Network Delivery Mailboxes" on page 47. For more information about setting up a Group List, see the *CallPilot Manager Set Up and Operation Guide*.

Note: If you do not enable Group Lists, messages are not sent to the Network Mailboxes in a Group List.

Chapter 5
Network Delivery Mailboxes

About Network Delivery Mailboxes

A Network Delivery Mailbox makes it convenient for local subscribers to send messages to remote subscribers. The remote subscriber has a local mailbox number and the remote subscriber's name appears in the local directory.

A Network Delivery Mailbox connects to a mailbox at a remote site by using a local mailbox number that you can access from your site. The Network Delivery Mailbox contains all the information necessary to transfer a message to a mailbox at another location. This information includes the destination site prefix and the mailbox number at the destination site.

There are two types of Network Delivery Mailboxes:

- Network Site
- Network AMIS

The number of subscribers on your network and the type of network messaging you use determine how many Network Delivery Mailboxes you need. If you use Avaya Business Communications Manager (Avaya BCM), you can have up to 998 mailboxes on your system. The mailboxes can include any combination of Subscriber and Guest mailboxes.

Network Delivery Mailboxes simplify network messaging because mailbox owners must remember only the Network Delivery Mailbox numbers. Avaya CallPilot uses the mailbox number to find the destination site address and the mailbox at the destination site that receives the message. CallPilot automatically delivers messages sent through the Network Delivery Mailbox.

For example, a bank has a main office with many branches throughout the city. Sometimes the main office receives messages for people at the branches. The people at the branch offices can receive their messages through their Network Delivery Mailboxes at the main office.

About creating Network Delivery Mailboxes

Before you create a Network Delivery mailbox you must:

- know what leading digit you want to assign to all Network Delivery Mailboxes. This is optional. You can assign the same leading digit to mailboxes to help you to identify the different types of CallPilot mailboxes. For example, all Subscriber mailboxes can start with 4, Guest mailboxes with 5, and Network Delivery Mailboxes with 6.
- know the mailbox length of the mailboxes on your system. The Network Delivery Mailbox length must be the same length as the other mailboxes on the system; if the mailbox length is three digits, the Network Delivery Mailbox must also be three digits.
- know the destination site prefix and the destination mailbox number.
- add the site for which you are creating the Network Delivery Mailbox. For information on creating a site see "Creating a network site" on page 40.

Note: After you create a Network Delivery Mailbox you must initialize it.

Take these precautions if you set up a remote Group List as a target for a Network Delivery Mailbox:

- Do not send messages to a Group List that includes a Network Delivery Mailbox whose target is the mailbox you sent the message from.
- Make sure that you do not have any Group Lists that send messages to each other through a Network Delivery Mailbox. For example, a Group List that contains a Network Delivery Mailbox that forwards the message to another Group List. This Group List also contains a Network Delivery Mailbox, and this Network Delivery Mailbox forwards the message back to the original Group List.

If you set up a Group List where either situation happens, a loop occurs where a single message can generate many copies of the message.

Creating a Network Site mailbox

Use the "Network Site Mailbox table" on page 62 to record the details of the Network Site mailboxes you create. You can create a Network Site mailbox for an AMIS or VPIM network site.

To create a Network Site mailbox

1. Start Avaya CallPilot Manager.
2. Click the **Mailbox Administration** heading.
3. Click the **Add Mailbox** link.
   The Add Mailbox page appears.
4. In the **Mailbox** box type a valid mailbox number.
   Use a mailbox number that does not conflict with existing or potential extensions.
   Use the same first digit for all Network Site mailboxes so they are easy to identify.
5. From the **Mailbox Type** list box select **Network (Site)**.
6. Click **Submit**.
   The Network (Site) Mailbox page appears.
7. In the **Last Name** and **First Name** boxes type the name of the mailbox.
   The mailbox name can be the name of the mailbox at the destination site or another name. The mailbox name can be 16 characters long. Do not create a name that starts with 1, for example "1Calgary".
8. Select the **Display in Directory** check box if you want the name of the mailbox to appear in the Company Directory.

Note: Network delivery mailboxes are accessible only to:

- local subscribers who use F981 to record a message
- external callers who log on to their mailbox and record a message.

Network delivery mailboxes are not available:

- to subscribers who record a message using F980
- from the Auto Attendant
- from an external caller who is not logged on to a local mailbox.

9. In the **Site Prefix** box type the Site Prefix.
10. In the **Remote Mailbox** box type the number of the remote mailbox.
11. Click **Submit**.
12. Click the **Mailbox Administration** heading.
    The Mailbox List page appears.
13. Click the **Change** link for the Network Site mailbox you created.
    The page appears for the mailbox.

14 Click **Voice** to record a mailbox name.
The Mailbox Spoken Name window appears for the mailbox.

15 In the **Connect to** box, type the extension number or telephone number you are using to record the mailbox name.
For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voice mail system. For example, you might need to dial 9, the area code, and then the telephone number.

16 Click **Record**.
The telephone rings.

17 Pick up the handset. Do not use Handsfree. After the tone, record the Network Site mailbox name.

18 After you finish recording, click **Stop**.

19 To listen to the recording, click **Play**, or to save the recording, click **Save**.

20 Click **Close** and replace your telephone handset.

21 On the Network Site Mailbox page, click **Submit**.

Creating a Network AMIS mailbox

Use the "Network AMIS mailbox table" on page 63 to record the details of the Network AMIS mailboxes you create.

To create a Network AMIS mailbox

1 Start Avaya CallPilot Manager.

2 Click the **Mailbox Administration** heading.

3 Click the **Add Mailbox** link.
The Add Mailbox page appears.

4 In the **Mailbox** box, type a valid mailbox number.
Use a mailbox number that does not conflict with existing or potential extensions.
Use the same first digit for all Network AMIS mailboxes so they are easy to identify.

5 From the **Mailbox Type** list box, select **Network (AMIS)**.

6 Click **Submit**.
The Network (AMIS) Mailbox page appears.

7 In the **Last Name** and **First Name** boxes type the name of the mailbox.
The mailbox name can be the name of the mailbox at the destination site or another name. The mailbox name can be 16 characters long. Do not create a name that starts with 1, for example "1Calgary".

8 Select the **Display in Directory** check box if you want the mailbox to be listed in the Company Directory.

Note: Network delivery mailboxes are accessible only to:

- local subscribers who use F981 to record a message
- external callers who log on to their mailbox and record a message.

Network delivery mailboxes are not available:

- to subscribers who record a message using F980
- from the Auto Attendant
- from an external caller who is not logged on to a local mailbox.

9 From the **Outdial** list box select Line, Pool or Route as the outdialing option.

10 If you use a line or pool, enter a number in the **Line/Pool#** box.

11 In the **Remote Phone Number** box type the remote phone number.

12 In the **Remote Mailbox** box type the remote mailbox number.

13 Click **Submit**.

14 Click the **Mailbox Administration** heading.
The Mailbox List page appears.

15 Click the **Change** link for the AMIS mailbox.
The Network AMIS page appears for the mailbox.

16 Click **Voice** to record a mailbox name.
The Mailbox Spoken Name window appears for the mailbox.

17 In the **Connect to** box, type the extension number or telephone number you are using to record the mailbox name.
For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voice mail system. For example, you might need to dial 9, the area code, and then the telephone number.

18 Click **Record**.
The telephone rings.

19 Pick up the handset. Do not use Handsfree. After the tone, record the Network Site mailbox name.

20 After you finish recording, click **Stop**.

21 To listen to the recording, click **Play**, or to save the recording, click **Save**.

22 Click **Close** and replace your telephone handset.

23 On the Network AMIS Mailbox page, click **Submit**.

Changing Network Delivery Mailbox parameters

You can change any parameter assigned to a Network Delivery Mailbox except the mailbox number. If you want to change a mailbox number, you must first delete the mailbox and create a new Network Delivery Mailbox. For instructions on creating a Network Delivery Mailbox, see "About creating Network Delivery Mailboxes" on page 48. For instructions on deleting a Network Delivery Mailbox, see "Deleting a Network Delivery Mailbox" on page 52.

To change Network Delivery Mailbox parameters

1. Start Avaya CallPilot Manager.
2. Click the **Mailbox Administration** heading.
   The Mailbox List page appears.
3. Click the **Change** link for the Network Delivery Mailbox you want to change.
   The page for the mailbox appears.
4. Change the parameters for the mailbox.
5. Click **Submit**.

Deleting a Network Delivery Mailbox

You can delete a Network Delivery Mailbox at any time. After you delete a Network Delivery Mailbox, you cannot access it from the Company Directory or deliver network messages to that particular site.

To delete a Network Delivery Mailbox

1. Start Avaya CallPilot Manager.
2. Click the **Mailbox Administration** heading.
   The Mailbox List page appears.
3. Click the **Delete** link for the Network Delivery Mailbox you want to delete.
   A message appears asking you to confirm your deletion.
4. Click **OK**.

Chapter 6
Troubleshooting Non-Delivery Notification messages

This chapter describes some problems that can occur while using Message Networking. If you think there is a problem with the network, contact your Network Administrator.

Non Delivery Notification messages

If a network message cannot be delivered, the sender receives a Non Delivery Notification voice prompt. This section lists the Digital Networking and AMIS Non Delivery Notification messages, their meanings and possible solutions.

The destination site is not accepting messages

This error can occur if:

- the destination site has not entered your site in their Network Site list
- the destination site does not have Message Networking enabled
- the destination site is busy receiving other messages
- the destination site has the Network Receive feature disabled

The system attempts to resend the message, but is unsuccessful.

Solution:

- Ensure the destination site has entered your site in their Network Site list.
- Ensure the destination site has Message Networking and the Network Receive feature enabled.
- Try resending the message. If you receive the same Non Delivery Notification message, contact your Network Administrator.

The destination mailbox is not accepting messages

This error can occur if the destination mailbox:

- is not initialized
- is programmed not to accept messages when its owner is away from the office

The system does not attempt to resend the message.

Solution:

- Contact the destination site or the Network Administrator

A protocol error occurred while delivering the message

For AMIS, this error can occur if:

- a DTMF tone signals the wrong digits
- someone tries to send an AMIS message that is too long. There is a limit of 8 minutes for AMIS messages. Do not send AMIS messages that are longer than 8 minutes.
- the line disconnects before AMIS sends or receives all the DTMF tones.
  A message can still go through even though not all DTMF tones are sent. In these cases, the protocol error indicates that DTMF signaling was not completed.

Solution:

- Resend the message.
- If this error happens repeatedly, the DTMF setting on your system needs to be adjusted. Contact your customer service representative.

There is a protocol mismatch with the remote site

This error can occur if:

- the destination site is not a Message Networking site (VPIM)
- the remote site is not a Voice Messaging site (AMIS)

The system does not attempt to resend the message

Solution:

- Ensure the destination site is a Message Networking site.
- Contact your Network Administrator.

Message transfer was interrupted

This error can occur if a system processing error takes place at the destination site during message processing. The system does not attempt to resend the message.

Solution:

- Contact your Network Administrator.

The domain name of the remote site is not valid

This error can occur if:

- the domain name of the destination site is incorrect
- the domain name is deleted from the Network Site List
- the HOSTS file or Domain Name Server is not configured with the site's domain name

The system does not attempt to resend the message.

Solution:

- Contact your Network Administrator.

A connection to the remote site could not be established

This error can occur if your site cannot connect to the destination site. The problem is likely a lack of Internet Protocol (IP) connectivity. The system does not attempt to resend the message.

Solution:

- Contact the destination site or the Network Administrator and verify that the site is on the network.

The media is not supported at the destination

This error can occur if you send a fax message to a destination site that does not have the Fax option installed. The Fax option is not available for Avaya CallPilot 100/150. The system does not attempt to resend the message.

Solution:

- Contact the destination site and verify that it has the Fax option installed and enabled
- Contact your Network Administrator

The network is experiencing problems

This error can occur if:

- your site is busy sending other network messages and cannot send your message
- a system error has occurred

The system attempts to resend the message:

- If you receive the same Non Delivery Notification voice prompt, contact your Network Administrator

The destination site mailbox is full

This error can occur if the destination site's mailbox is full. The system does not attempt to resend the message.

Solution:

- Contact your Network Administrator.

The destination site mailbox does not exist

This error can occur if:

- the destination mailbox is deleted
- the System Administrator entered the wrong mailbox number while creating the Network Delivery Mailbox
- the Network Delivery Mailbox was deleted before the message was sent
- the mailbox number entered for site-based addressing is incorrect

The system does not attempt to resend the message.

Solution:

- Verify the destination site mailbox number.
- Contact your Network Administrator.

The destination site did not answer the call

This error can occur if:

- the destination site disables the Auto Attendant
- the Auto Attendant did not answer the call
- a busy signal was received at the destination site

Solution:

- Ensure the destination site has the Auto Attendant assigned to answer the Central Office (CO) line designated for network calls. Resend the message. For instructions about assigning the Auto Attendant to answer lines, see the *CallPilot Manager Set Up and Operation Guide*.
- AMIS cannot deliver a network message if the destination site does not answer the call using the Auto Attendant.

The destination site could not be reached because an outside line or routing resources were not available

This error can occur if all retry attempts encounter no lines available or access denied.
This can happen if:

- the line is busy
- the line does not exist
- an unexpected dial tone pause occurs
- if you use a BCM, you entered an incorrect line or pool number
- the outside line selected is not available
- no dial tone is detected on the selected line
- an unexpected dial tone is received

Solution:

- Ensure that the correct line number is assigned and resend the message.
- Assign a different line for outdialing.
- Contact your customer service representative. If this error occurs frequently because of a busy line, your system's channel configuration needs to be upgraded.

A data transmission error was detected while attempting to deliver the message

A delay between DTMF tones causes this error. The destination site receives the transmit tone and perhaps some other digits, but the pause between the tones is too long.

Solution:

- Resend the message.
- Contact your customer service representative if this happens repeatedly.

Timeout occurred while attempting to deliver the message

This error occurs if:

- the destination site is not enabled to answer the lines. Make sure the destination site is set up to answer the lines.
- the destination site does not receive the first digit in the transmission sequence. A timeout error occurs if the destination site does not receive a transmission signal within 10 seconds.
- the remote site's line is not answered by the Auto Attendant and the number of network retries is exceeded
- there is a long pause in the dialed number, which can be caused by multiple timed pauses, and the number of network retries is exceeded
- the remote site's line is busy and the number of network retries is exceeded

Solution:

- Resend the message
- Contact your customer service representative if this happens repeatedly. The DTMF setting on you system needs to be adjusted.

A Network Delivery Mailbox could not receive your Broadcast Message

This message plays if your site has disabled the Message Delivery Feature, or if the receiving site has the Network Receive Feature disabled.

The following message could not be delivered to (mailbox owner's name or mailbox number)

This message plays if a message cannot be received at a site. This can occur if:

- the destination site cannot answer the call
- the destination site does not accept network messages
- the destination site mailbox does not exist
- the destination site mailbox is full

- an outside line is not available
- a protocol error occurs during transmission
- a data transmission error occurs during transmission
- a timeout error occurs during transmission

The destination telephone number does not appear to be a network site

This message occurs if:

- a person answers a ringing line and presses a key when an AMIS message is coming through on the same line
- an AMIS call is answered by a private answering machine
- an AMIS call is answered by a voice mail prompt, for example a set that is forwarded to voice mail with F984
- an AMIS call is answered by a Home Transfer node or a Home Mailbox node on a CCR Tree

You receive a protocol error for an AMIS message that is longer than 8 minutes

There is a limit of 8 minutes for AMIS messages. Do not send AMIS messages that are longer than 8 minutes.

Callers do not receive Off-Premise Message Notification and when you try to record a greeting, prompt or name using CallPilot Manager your telephone does not ring

If you use AMIS networking, make sure that you have more than one outcalling channel set in Avaya CallPilot Manager. For how to set outcalling channels, see the *CallPilot Manager Set Up and Operation Guide*. If you have one channel set for outcalling, it is possible that while AMIS calls are in progress, Off-Premise Message Notification does not occur and you cannot use CallPilot Manager for recording greetings, prompts or names.

Chapter 7
Message Networking programming record

Note: You can photocopy these pages.

General Networking Properties

IP address or Host name	Enabled	Disabled
Network Receive	Enabled	Disabled
Network Delivery	Enabled	Disabled
Network Reply	Enabled	Disabled
Network Broadcast	Enabled	Disabled
Network Group List	Enabled	Disabled
Number of Network Retries (1-9)		
Network Delay (1-60 minutes)		

Digital Networking site table

Use this table to record the properties for the Digital Networking sites you create.

Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	

Mailbox prefix	
Site name recorded	Y N

AMIS site table

Use this table to record the properties for the AMIS sites you create.

Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route	Line number Pool number Route code

Call Blocking periods table

Use this table to record your Call Blocking periods.

Day	Period	Call Blocking time from	Call Blocking time to
Monday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____
Tuesday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____
Wednesday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____
Thursday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____
Friday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____
Saturday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____
Sunday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____

Network Site Mailbox table

Use this table to record the details of the Network Site Mailboxes you create.

Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	Y N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	
Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	**Y** N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	
Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	Y N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	
Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	**Y** N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	

Network AMIS mailbox table

Use this table to record the details of the Network AMIS mailboxes you create.

Network AMIS mailbox number	
Network AMIS mailbox name	
Include in Directory	Y N
Mailbox name recorded	Y N
Outdial	Line number Pool number Route code
Destination site phone number	
Remote mailbox number	
Network AMIS mailbox number	
Network AMIS mailbox name	
Include in Directory	Y N
Mailbox name recorded	Y N
Outdial	Line number Pool number Route code
Destination site phone number	
Network AMIS mailbox number	
Network AMIS mailbox name	
Include in Directory	Y N
Mailbox name recorded	Y N
Outdial	Line number Pool number Route code
Destination site phone number	

Glossary

Administration

The tasks involved in maintaining Avaya CallPilot mailboxes, greetings and set up configuration.

AMIS

Audio Message Interchange Specification, which enables different voice messaging systems to interact.

Area Code

A code assigned to a calling area within an area.

Auto Attendant

The Avaya CallPilot answering service that answers incoming calls with a Company Greeting, plays a list of options to a caller, and performs call routing functions in response to a caller's selections.

Broadcast Message

A message that can be sent only by the System Administrator. This type of message plays in all initialized Personal Mailboxes.

Call Blocking Periods

Periods of time you establish when network delivery messaging is prohibited.

Channel configuration

The number of channels on your system that you designate for outdialing.

Class of Service

A predetermined number designation that specifies the options for a mailbox.

Company Directory

An internal voice list that contains the names of subscribers with initialized mailboxes who are in the Company Directory.

Configuring CallPilot Lines

The tasks involved in determining which incoming telephone lines of a business are answered by Avaya CallPilot and which Greeting Table is assigned.

Conventions

The way certain information is described. For example, using underlined text to represent the second line of the display prompt information.

Country Code

A code for long distance calling assigned to a country.

Designated Operator

The person in a company who is assigned to answer the CallPilot operator request option.

Direct Addressing

The ability to send a message directly to a remote site by specifying the line, pool or route number, phone number and destination mailbox.

Display

A one or two line screen on a Avaya Business Series Terminal that shows CallPilot commands and options.

Display Buttons

The three buttons on a Avaya Business Series Terminals two line display telephone. When pressed, these buttons select the specified CallPilot option.

Display Options

The choices that appear on Avaya Business Series Terminals two line displays. Callers select display options by pressing the display buttons.

DTMF telephone

A push button telephone that emits DTMF tones.

Fully Qualified Domain Name (FQDN)

An FQDN is the complete domain name for a specific computer on the Internet. Each site on a network has a unique FQDN. The FQDN distinguishes a site from every other site on the network. An FQDN is the full name of the site, including all subdomain and domain names, separated by periods.

Group Lists

A collection of mailbox numbers that are assigned a special “Group” number by Avaya CallPilot. When a message is sent to a Group List, mailboxes in the List receive the same message. Member mailboxes can be located at the same site or at different locations within a network.

Initialize a mailbox

Preparing a mailbox to receive messages, which includes changing the mailbox default password and recording a Company Directory name.

International Access Code

A code identifying the digits dialed to access international calling.

Long Distance Access Code

The code used to access direct dial long distance calling services in a country.

Loopback mailbox

The mailbox you use to test whether a site can transmit and receive network messages. The Loopback mailbox default number is 103 if the extension length is three digits. Refer to "Loopback mailbox numbers" on page 35 for how to determine the Loopback mailbox number. The length of the Loopback Mailbox number depends on the mailbox number length.

Mailbox

A storage place for messages on the system.

Network Delivery

The feature that, when enabled, lets a site send messages to other sites within a network.

Network Delivery Mailboxes

Mailboxes you add that allow access to an assigned mailbox at a destination site within a network. Network Delivery Mailboxes can be set up with either a Direct Address or a Site-Based Address.

Network Dialing Parameters

The values that determine how many times the system attempts to contact a destination site within a network. The dialing parameters also include a retry interval.

Network Messaging

The ability to send, receive and reply to messages sent between remote locations within a network.

Network Receive feature

The feature that lets a site receive messages from other locations within a network.

Network Reply feature

The feature that lets a site reply to messages sent from other locations within a network.

Outdial route

The parameter that specifies how an outdial call is routed. The outdial route can be a line, pool number or route code.

Password

A four to eight digit number that is entered on the dialpad. A password is used to open mailboxes or perform configuration tasks.

Personal mailboxes

Mailboxes that are assigned to subscribers as a place to store messages.

Resetting CallPilot

Returning the CallPilot voice module to its original default settings.

Retry interval

The amount of time the system waits before making another attempt to contact a destination site when a failure to connect occurs.

Site-based Addressing

The ability to send a message to a remote site by specifying the destination site's prefix and the mailbox number of the person you want to send the message to.

Special Mailboxes

The two mailboxes used by the System Administrator and designated CallPilot operator: the System Administrator Mailbox and the General Delivery Mailbox.

Subscriber

A mailbox owner.

System Administrator

The person responsible for configuring, updating and maintaining the Avaya CallPilot system.

System Administrator Mailbox

The mailbox used by the System Administrator for sending Broadcast Messages. This is the System Administrator's personal mailbox.

Voice prompts

The prerecorded voice messages that are played when accessing the different Avaya CallPilot features and options.

VPIM

Voice Profile for Internet Mail. VPIM is based on existing Internet Mail specifications. It wraps encoded voice messages in MIME message parts, and uses SMTP to transport them over TCP/IP networks. The VPIM profile requires that these multi-part messages be formatted and used according to a specific set of Internet conventions and rules, and its predictability enables voice mail servers to automatically and correctly handle messages and their constituent parts.

Index

A

AMIS error messages 57

AMIS networking properties
- Area code 23
- Country code 23
- International access code 23
- Loopback mailbox 23
- Outdial route 23
- Sender name 24
- System name 24
- Telephone number 23

Area code 23

B

Broadcast Message Feature, enabling 46

C

Calling Blocking, setting up 26

Changing 52

Configuring environments without a DNS 18, 20

Country code 23

D

Deleting a Network Site 44

Delivering messages 45

Dialing Table Translation, network access 29

Dialing Translation 27
- how it works 27
- overview 28
- phone number translation 27
- table 28

Dialing Translation properties
- setting 30

Dialing Translation Table
- building 31
- changing an entry 32
- changing entries 32
- deleting entries 33
- example 28
- reviewing entries 31

Digital Networking
- Network Group Lists 46
- Network Receive 45
- Network Reply feature 45
- Non Delivery Notification messages 53
- overview 10, 11
- prerequisites 9
- setting properties 39
- TCP/IP 10
- using 12

Domain Name 10

Domain Name System (DNS), configuring
- environments without a DNS 18

E

Entering
- domain name (IP address only) 21

Error messages 53

F

FQDN 10

G

General Networking properties
- Network Broadcast 39
- Network Delay 40
- Network Delivery 39
- Network Group List 39
- Network Receive 39
- Network Reply 39
- Number of Network Retries 40

Greeting, recording 43

Group Lists, Network 46

H

Host name/IP address 40

I

International access code 23

Internet, and security 10

IP address 18

L

Loopback
- test message 35, 36

Loopback mailbox 23, 34
- numbers 35

M

Mailbox, maximum number 47
Message Networking
  Network Deliver 45
  restricting messages 45

N

Network Access 29
Network Broadcast 39
Network Delay 40
Network Deliver, disabling 45
Network Delivery 39
Network Delivery Mailbox 12
  adding 49
  changing parameters 52
  creating 49
  deleting 52
  maximum number of mailboxes 47
  overview 47
  parameter summary 49
  precautions 48
Network Group List 39, 46
Network Mailbox name 62
Network Mailbox number 62
Network Messaging, disabling 45
Network Receive 39
  disabling 45
Network Reply 39
  disabling 45
Network Send 45
Network Site
  changing 42
  deleting 44
Network site parameters
  Host name/IP address 40
  Outdial route 40
  Phone number 40
  Site name 40
  Site prefix 40
Non Delivery Notification messages 53
Number of Network Retries 40

O

Outdial route 23, 40

P

Phone number 40
Prerequisites 9
Prompt, recording 43
Properties, General Networking 39

R

Receiving messages 45
Remote Group List precautions 48
Remote Mailbox number 62
Reply restrictions 45

S

Sender name 24
Sending network messages 11
Setting General Networking properties 39
Setting the Dialing Translation Parameters 30
Setting up AMIS 23
Setting up outdialing channel configuration 27
Site
  changing 42
  deleting 44
Site name 40
Site prefix 40
Site-Based Addressing 12
System name 24
System prerequisites 9

T

Telephone number 23
Telephone number Translation 28
  Network extension numbers 28
Test network message
  sending 35
Testing network message capability 34
Transmission Control Protocol/Internet Protocol (TCP/IP) 10

V

Voice messages, security of 10
Voice Messaging 9